

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the Patent Application of: Lucas, et al.

Serial No. 09/645,014

Art Unit: 2122

Filed: August 23, 2000

Examiner: Unknown

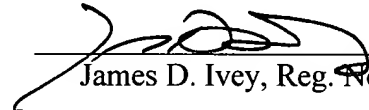
For: **REMOTE SOFTWARE INSTALLATION AND MAINTENANCE**

Box: Missing Parts
Hon. Assistant Commissioner for Patents
Washington, D.C. 20231

December 18, 2000

I, JAMES D. IVEY, certify that this Paper and the enclosed information disclosure statement form (1 page), six disclosed documents, and return postcard, are being deposited with the U.S. Postal Service with sufficient postage as First Class Mail addressed to Box: Missing Parts, The Honorable Assistant Commissioner for Patents, Washington, D.C. 20231 on December 18, 2000.

Dear Sirs:


James D. Ivey, Reg. No. 37,016

INFORMATION DISCLOSURE STATEMENT

FILED UNDER 37 C.F.R. §§ 1.56 AND 1.97(b)

Pursuant to 37 C.F.R. § 1.56, Applicants bring the following documents to the Examiner's attention in the referenced application.

1. U.S. Patent Number 5,734,823 to Saigh et al.
2. U.S. Patent Number 5,734,891 to Saigh.
3. U.S. Patent Number 5,418,713 to Allen.
4. U.S. Patent Number 5,794,217 to Allen.
5. U.S. Patent Number 5,636,276 to Brugger.
6. Assorted PACK documents from <http://sunsite.dk/pack/> et seq. (21 pages).

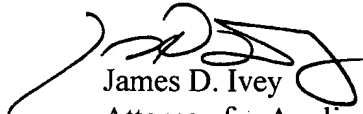
Citation of the above documents shall not be construed as an admission that any of the documents are necessarily prior art with respect to the referenced application. Furthermore,

citation of the above documents shall not be construed as a representation that a search has been made or an admission that the information cited herein is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b).

No Office Action on the merits has been received. This paper is submitted under 37 C.F.R. § 1.97(b) and, accordingly, no fee is believed to be required.

If the Examiner has any questions or comments with respect to the present application, the Examiner is respectfully invited to telephone the undersigned at (510) 336-1100.

Respectfully submitted,



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